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Street Support Reading is a partnership of charities and statutory organisations working together to end rough sleeping and homelessness in Reading.

If you find yourself sleeping rough organisations exist in Reading that can provide you with food, support and accommodation. This guide aims to give you the most important and relevant help and information. For our full Street Support Reading Guide visit: www.streetsupport.net/reading

If you are concerned about someone sleeping rough you can refer them into local services via www.streetlink.co.uk, by calling 0300 500 0914 or downloading the StreetLink App. Your information is used to help outreach teams locate someone and support them off the streets.









Help if you are

- Call StreetLink on 0300 500 0914 who will ensure that you are referred
- Drop into Reading Borough Council Mon-Fri 9am-5pm or call 0118 937 2165

Or you can contact or visit:

to local outreach services

Reading Borough Council -Homeless Prevention Service For advice if you are homeless or think you are at risk of being made homeless

No appointment needed Mon-Fri 9am -5pm 0118 937 2165 Email: housing.advice@reading.gov.uk Out of hours call: 01344 786 512

St Mungo's Rough Sleeper Outreach Service For help with accessing accommodation and support services including support with physical and mental ill-health, drugs and alcohol, legal services and reconnection in the UK and abroad

Mon-Fri: 9am-5pm call 0118 958 5002 Fri (drop-in): 11am - 1:30pm at CIRDIC

For hot meals, clean clothing, toiletries, bath and shower facilities, a safe postal address, use of a telephone, links to specialist services and someone to listen Mon, Tue & Fri (drop-in): 10am - 3:30pm Sat (drop-in): 6pm - 7pm 0118 950 2536

Advice about housing, homelessness & money

Launchpad – Drop-in Service For anyone in Reading who needs housing or homelessness related information and support Mon, Wed & Fri (drop-in): 10am-2pm Call: 0118 950 7656

Email: enquiries@launchpadreading.org.uk

For impartial and free housing advice Mon-Fri: 8am-8pm Sat & Sun: 9am-5pm National helpline: 0808 800 4444

Citizens Advice Reading Free advice service on housing, finances and employment

Mon, Tue, Thur & Fri (drop-in): 10am-4pm Wed (drop-in): 1pm-4pm Closed: 12:30 -1:00pm every day Call: 0344 4111 306

Communicare Free advice, information & benefit support Mon-Thurs: 10am - 4pm Fri: 10am - 1pm Call: 0118 926 3941

Your health physical & mental

Walk-in Health Centre Treatment, information and advice for a range of minor illnesses and injuries Anyone can use this walk-in service; no registration necessary Mon-Sun (7 days a week): 8am-7:45pm Call: 0118 902 8300

Health Outreach Liaison Team (HOLT) For anyone who is homeless, living in a hostel or having difficulties accessing physical or mental health services Mon: 11am-1:30pm at CIRDIC Tue: 7-9am outreach with St Mungo's Mon- Fri: 9am-5pm

Call 0118 207 7651

Mental Health Crisis Team (Reading) If you need urgent help with your mental wellbeing, but it's not an emergency Call 0300 365 0300 or 0300 365 9999

Florey Clinic (walk-in service) Sexual health screening and treatment and advice about contraception Mon-Fri: 7am -7pm (Weds closed 11am -1pm) Sat: (not bank holiday weekends): 9:30 - 11:30am Call: 0118 322 7202

First Stop/Sanctuary (night time service) Paramedics (SCAS) provide urgent medical care services alongside volunteers providing first aid, hot drinks, shelter & support Fri & Sat (nights): 9pm-3am, Reading Minster

Notes

Support with OC drugs & alcohol

'Change, Grow, Live' Reading Services

Adult drug and alcohol service (aged 18+) for immediate treatment, assessment and referral, advice and information, needle exchange and support groups

Tues, Weds & Fri 9:30am -4:30pm Mon & Thurs 9:30am-7pm

Call: 0118 955 7333

Needle Exchange Please see map for locations

'Change, Grow, Live' Reading Services

9:30am - 4:30pm (Mon & Thur until 7pm) Oxford Road Pharmacy

Mon-Thurs: 8am-10pm Fri & Sat: 8am - Midnight Sun: 8am - 8pm

Western Elms Pharmacy Mon - Fri: 8:30am - 5:30pm Sat: 9am - 2pm

Boots Pharmacy (train station) Mon - Fri: 8:30am - 5:30pm Sat: 9am - 2pm Sun: 10am - 4pm

Please see www.streetsupport.net/reading for full list of needle exchange locations

safely

Berkshire Women's Aid Confidential helpline for advice & support related to domestic abuse including getting help with somewhere safe to stay

Call 24/7: 0118 950 4003

RAHAB

Support for women and men who are being sexually exploited Mon-Fri: 9am-5pm & 9pm-Midnight Call: 0118 956 7000 (option 4 for RAHAB) https://rahab.co.uk/contact

Trust House Reading Confidential service for those affected by rape and sexual abuse Mon-Fri: 9am-5pm call 0118 958 4033 Email: support@trusthousereading.org

Alana House

Confidential, women only space to support and empower women with their health and well-being Mon, Wed & Thur (drop-in): 12:30-2:30

Call: 0118 921 7640 Email: alana.house@pactcharity.org

National domestic violence helpline For women experiencing domestic abuse, their family, friends, colleagues and others calling on their behalf Call free 24/7: 0808 2000 247

Food

A number of organisations provide free food in Reading Please see map for details Monday

Berkeley Avenue: 10am-3pm

- Oxford Road: 8 9:15pm
- Berkeley Avenue: 10am-3pm

St Mary's Church: 8 - 8:45pm

St Mary's Church: 8-8:45pm

Wednesday Great Knollys Street: 12-1:30pm

Thursday

- Great Knollys Street: 12-1:30pm
- St Mary's Church: 8-8:45pm
- Berkeley Avenue: 10am-3pm Great Knollys Street: 12-1:30pm St Mary's Church: 7:30 - 8:15pm
- Saturday Great Knollys St.: 11:30am-1:30pm

Friday

- Berkeley Avenue: 6-7pm

Sunday Berkeley Avenue: 9-10am

- Great Knollys Street: 3-4:30pm
- Hosier Street: not on first Sunday of the month 5:30 - 6:30pm
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Reading



- Reading Borough Council Civic Offices, Bridge Street, RG1 2LU
- CIRDIC St. Saviours Church Hall,
 - Berkeley Avenue, RG1 6JT
 - Launchpad The Stables, 1a Merchants Place, RG1 1DT (down the alley on Friar Street at the side of Nando's)
- Citizen's Advice Reading Minster Street, RG1 2JB
- Communicare 233 Kings Road, Reading, Berkshire, RG1 4LS

- Walk-in Health Centre 1st Floor, 103 -105 Broad Street Mall, RG1 7QA
- Florey Clinic Royal Berkshire Hospital, 21a Craven Road, RG1 5AN
- First Stop/Sanctuary The Minster, St Mary's Church, Chain Street, RG1 2HX
- 'Change, Grow, Live' Reading Services 127 Oxford Road, RG1 7UU
- Oxford Road Pharmacy 270-274 Oxford Road, RG30 1AD

- Western Elms Pharmacy
- 351-353 Oxford Road, RG30 1AY

Boots Pharmacy

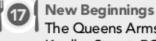
Reading Train Station, Unit 7

Brunel Arcade, RG1 1LT

- **RAHAB** The Mustard Tree, 90 London Street, RG1 4SJ
- Trust House Reading 54 London Street, RG1 4SQ
- Alana House 2 Southern Court, South Street, RG1 4QS



Providence Chapel 3 Oxford Road, RG1 7UD



The Queens Arms, Great Knollys Street, RG1 7HL



Fairview Community Centre, 90B Great Knollys Street, RG1 7HL



ReadiStreet (Faith Christian Group) The Minster, St Mary's Church, Chain Street, RG1 2HX



ReadiStreet (Faith Christian Group) Hosier Street, RG1 7JL